No. 20261087 **Registered No. N. E. 930.**

TRIPURA GAZETTE

Published by Authority

EXTRAORDINARY ISSUE

Agartala, Thursday, June 18, 2026 A.D., Jyaistha 28, 1948 S.E.

PART--I-- Orders and Notifications by the Government of Tripura, The High Court, Government Treasury etc.

GOVERNMENT OF TRIPURA
DEPARTMENT OF INDUSTRIES & COMMERCE
(INFORMATION TECHNOLOGY)
AGARTALA, TRIPURA.

F.No.22(54)/DIT/Comm/2026 I/1428710/2026 **Dated, Agartala, the 16th June, 2026**

NOTIFICATION

MANDATE THE USE OF "CALL BEFORE U DIG" (CBUD) APPLICATION FOR ALL EXCAVATION AND UNDERGROUND WORKS IN TRIPURA

Excavation and underground construction activities in the State have frequently caused damage to critical infrastructure, including telecommunication networks, water pipelines, sewerage systems, power cables, gas pipelines, and other public utilities. Such incidents cause service disruptions, financial losses, and significant public inconvenience.

To address these concerns, the Government of India has enacted the **Telecommunications Act, 2023** and notified the **Telecommunications Right of Way Rules, 2024**, which mandate the uploading of prior excavation notices on a designated portal. The Gazette of India notification dated March 20, 2025 designates the **Telecom e-Services Portal**, including the Call Before u Dig (CBuD) application, as the official platform for submission of prior excavation notices.

In line with the approval of State Cabinet on 19th May 2026, the Governor of Tripura is hereby pleased to notify the adoption to mandate the use of "Call Before u Dig" (CBuD) App in the State of Tripura as a common portal for Infrastructure Safety.

1) Definitions:

a) "CBuD" means "Call Before u Dig" (CBuD) mobile application developed by Department of Telecommunications (DoT), Ministry of Communications, Government of India.

b) "Public entity" means, -
   i) the Central Government
   ii) the State Government of Tripura
   iii) local authority
   iv) any authority, body, company or institution incorporated or established by the Central Government or the State Government of Tripura, or under any statute
   v) any non-government entity vested with the ownership, control or management of any public facility or class of public facilities, as may be notified by the Central Government or State Government of Tripura or local authority.

c) "Excavator" means any individual, an agency or entity seeking to undertake digging or excavation activities, in the legal exercise of a right with any public property on account of obtaining prior approval from concerned public entity.

d) "Prior intimation notice" means an excavation enquiry, to be raised on CBuD App, duly filled in respect of information related to excavation/digging after obtaining approval for excavation from all concerned public entities.

e) "Utility assets" includes telecommunication network as defined in Telecommunication Act 2023 (Telecommunication lines as Optical Fiber Cable, wires etc), Roads (including street roads), Water and sewage pipelines, Electric/Power Cables and Poles, Petroleum/Gas Pipelines and any other underground utility infrastructure which may be mandated by the Directorate of Information Technology, Government of Tripura.

f) "Utility asset owner" means owner of the utility asset as per rules and procedures relating to that utility asset as defined at 1(e) above, which includes, license holder under section 4(1)

of the lndian Telegraph Act 1885 or authorized/ registered/ exempted under Telecommunications Act 2023, Public Works Department (R&B), Urban Development Department, Public Works Department(Drinking Water and Sanitation), Public Works Department(Water Resources), Rural Development Department, Rural Development (Panchayat) Department , Department of Power, Tripura State Electricity Corporation Limited (TSECL), and any other Utility asset owner which may be mandated by the Directorate of Information Technology, Government of Tripura.

2) Procedure involved in using "Call Before u Dig" (CBuD) mobile application:

a) Excavator often undertakes excavation activities that are likely to cause damage to concerned utility assets or to interrupt or interfere with concerned services and many times, underground utility assets also get damaged. This may be due to lack of knowledge of excavator about existing underground utility assets or lack of coordination with utility asset owner. CBuD mobile App provides a common interface and communication channel between the excavator and utility asset owner to coordinate for proposed excavation/ digging activities and to safeguard existing underlying utility assets as defined at 1. (e) above.

b) In case, Excavator is an agency already registered/ empanelled/ enlisted with any of the asset owners or perform excavation work for the asset owner, it will be the responsibility of the Asset Owner to get the Excavator registered on the CBuD app. In case, Excavator is an agency already registered/ empanelled/ enlisted with any of the Public entity or perform excavation work for the public entity, it will be the responsibility of the Public entity to get that Excavator registered on the CBuD app.

   i) Therefore, all excavators undertaking digging/excavation work on public property must self-register in the App and have to use the CBuD App.

c) After registering on CBuD app, Excavator shall submit "prior intimation notice" by raising "excavation enquiry" using CBuD App after obtaining approval for excavation from all concerned public entities. Excavator will be able to see the details of the concerned Asset Owners along with 'Click to Call' in the App Login for required communication. Excavator will also know status of acknowledgement of enquiry submitted from asset owner through App/Email/SMS.

d) On submission of such prior intimation notice (enquiry) via CBuD App, the concerned utility asset owners/public entities will be notified via message through SMS/email/in-app about the proposed excavation plan.

   i) Subsequently utility asset owner(s) shall provide, to excavator, through CBuD App, the details of concerned utility asset falling under or over or along the property with which excavator intends to deal in legal exercise of the right to dig/excavate as per its excavation plan. Utility Asset owner can view complete excavation plan submitted by excavator in App login and can acknowledge/ respond the enquiry as "Asset Available" or "Asset Not Available".

e) Excavator has to wait only for specified time period for the acknowledgement from Asset Owners as prescribed in CBuD App for Emergency Enquiry or Normal Type Enquiry, as the case may be. Excavator may start excavation only after receipt of acknowledgement from Asset Owners or after the lapse of prescribed time period in CBuD App.

f) If response of Utility Asset Owner is "Asset Available", the Utility Asset Owner and Excavator may contact each other for coordination to safeguard existing assets; also, Utility Asset Owner can provide additional information through remarks about precautionary measures (if any) for coordination to avoid damages to the concerned utility asset(s). Excavator is expected to contact/coordinate with such Utility Asset Owner to know location of existing utility asset, follow standard methods to mark and take precautionary measures

in consultation with asset owner to safeguard existing assets from damage during excavation activity. If due to negligence of Excavator, in spite of intimation of "Asset Available" and precautionary measure to be taken, utility asset gets damaged, then the excavator shall be liable to pay the damage charges to the concerned Owner of the Utility Asset and damage charges shall be computed by Owner of the Utility Asset based on the expenses as may be incurred in restoring the utility asset to its original and satisfactory condition or as per there approved norms.

g) If response of Utility Asset Owner is "Asset Not Available", the Excavator need not contact to that Utility Asset Owner further and Excavator may start excavation.

3) Mandate regarding the use of CBuD in the state of Tripura:

a) All excavators are mandated to commence any type of digging/excavation, on any public property (including public places/ roads etc ...) in the state of Tripura, only after submitting "prior intimation notice" by raising excavation enquiry using the "Call Before u Dig" App and as per its terms and conditions of CBuD App.

b) All Utility Asset Owners are directed to pre-configure in the "Call Before u Dig" App at all required levels for receiving In- App/Email/SMS notifications.

c) All Utility Asset Owners and Public entities providing approval for excavation to excavator, are hereby directed to direct excavator(s) to download and register themselves on CBuD App and it is also mandatory that all Utility Asset Owners/ Public entities must enlist/empanel their contractors/excavator only after the excavator has registered on the CBuD App for which necessary provisions may be made in the enlistment/ empanelment processes of the respective Asset Owners/Public Entity.

d) All Public Entities must ensure to register their contractors (excavators) on CBuD App and also educate them regarding the importance of usage of this mobile App. Further it is the responsibility of the respective contractors/excavators to educate/train the drivers/operators of their excavation machines in this regard to submit enquiry on the CBuD App before excavation on public property.

e) All Utility Asset Owners/ Public Entities are directed to geo tag their Utility assets on PM Gati Shakti National Master Plan (NMP) platform as a separate layer, in coordination with BISAG-N & DPIIT, Ministry of Commerce and Industry, and Department of Industries & Commerce, Tripura.

f) All Utility Asset Owners/ Public Entities are mandated to respond to messages received via In-App/Email/SMS from "Call Before u Dig" App as prescribed in CBuD App for Emergency Enquiry or Normal Type Enquiry as the case may be and acknowledge/respond the enquiry as "Asset Available" or "Asset Not Available" accordingly, even if they have mapped or not mapped their Utility asset. In case the response is "Asset Available" then Utility Asset Owner must share, in the response, the location of existing utility asset, standard methods to be followed, precautionary measures to be taken to safeguard existing assets from damage during excavation activity. Excavator is also mandated to coordinate with Utility Asset Owner and follow the instructions given by Utility Asset Owner to safeguard existing assets from damage during excavation activity.

i) All Public Entities are directed to clearly include, in their Work Order or any such other letter granting approval for any type of digging/excavation anywhere in the State, the following clause:

ii) "Excavator/Contractor must submit "prior intimation notice" by raising excavation enquiry using the "Call Before u Dig" mobile application" (CBuD App) before the initiation of any type of digging/excavation; otherwise, appropriate action against excavator may be taken"

g) In case where the excavation/digging operation is in process, all Public Entities are directed to issue letter containing below mentioned clause: "Excavator must submit "prior intimation notice" by raising excavation enquiry using the "Call Before u Dig" mobile application" (CBuD App) after the receipt of this letter; otherwise, appropriate action against excavator may be taken. "

h) Department of Industries & Commerce (IT), Govt. of Tripura is mandated to enroll the registered person/agency, owning excavation/digging machinery, on the CBuD mobile application.

i) All Utility Asset Owners will have a Nodal Person registered on the CBuD App so as to ensure regular updation of officials/staff on the App due to transfers/superannuation/resignation/etc. All Utility Asset Owners will ensure prompt action on the queries received with proper mapping of the respective officers/staff on the App.

j) Awareness Workshop, for implementation of CBuD mobile App and this mandate, may be conducted by Public Entities in coordination with Department of Telecommunications (DoT), Tripura for the Utility Asset Owners and Excavators.

k) All Stakeholders must follow the procedure given above at Clause no. 2 and Clause No. 3 of this "mandate" notification meticulously.

4) Enforcement, monitoring & dispute resolution

a) The power of dispute resolution and clarification/interpretation regarding this mandate and implementation of CBuD App is vested with the Directorate of Information Technology, Govt. of Tripura.

b) State Nodal Department: Department of Industries and Commerce (Information Technology) is designated as the State Nodal Department for CBuD implementation.

c) District Nodal Officers: District Magistrates, as Chairmen of District Telecom Committees, are designated as nodal officers for local enforcement.

d) Compliance Monitoring: Departments/agencies must submit compliance reports to the Directorate of Information Technology, reviewed periodically by the Secretary, IT

e) Penalties: Non-compliance may result in withholding of payments, recovery of damages, suspension/termination of contracts, or blacklisting. Departments/agencies must issue internal orders prescribing penalties. Fraction of the contractor payments shall be linked to verify CBuD compliance.

By order of the Governor,
Digitally signed by
Jeya Ragul Geshan B
Date: 16-06-2026
00:39:22
(Jeya Ragul Geshan B, IFS)
Additional Secretary
to the Government of Tripura